

Agenda Item #:5.1.2
Prepared by: Mark Majek
Meeting Date: April 2019

TEXAS BOARD OF NURSING

Quarterly Statistical Report

Second Quarter

Fiscal Year 2019

Fiscal Year 2019
Second Quarter Status

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-1: To ensure timely and cost-effective application processing and licensure/credentialing systems for 100% of all qualified applicants for each fiscal year.

Strategy 1-1-1: Licensing/Credentialing/Processing.

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
Outcome Measures						
% in Compliance with Pre-Renewal CE Audit - RN	93.56%		93.68%	92.24%		
% in Compliance with Pre-Renewal CE Audit - LVN	88.52%		86.50%	89.27%		
% of RN Licensees with no recent violations	98.90%		99.60%	99.59%		
% of LVN Licensees with no recent violations	97.16%		99.16%	99.18%		
% of RN Licensees Who Renew Online	94.39%		94.84%	93.90%		
% of LVN Licensees Who Renew Online	93.22%		94.13%	93.77%		
% of New RN Individual Licenses Issued Online	80.03%		81.08%	78.95%		
% of New LVN Individual Licenses Issued Online	80.90%		80.06%	83.05%		
Output Measures						
# of Current RN Licensees	322,199		322,958	327,003		
# of Current LVN Licensees	106,051		106,354	106,558		
# of Individuals Taking the RN Examination	19,054		3,354	6,025		
# of Individuals Taking the PN Examination	5,658		1,685	1,421		
# of RN Licenses Renewed	147,259		38,699	35,613		
# of LVN Licenses Renewed	49,076		12,903	12,029		
# of RN Licenses Issued by Endorsement	7,982		1,956	1,729		
# of LVN Licenses Issued by Endorsement	1,073		248	236		
# of RN Licenses Issued by Examination	14,442		2,368	4,781		
# of LVN Licenses Issued by Examination	4,542		1,488	1,142		
# of RN Temporary Licenses Issued	8,695		2,117	2,143		
# of LVN Temporary Permits Issued	1,160		242	226		
# of Current APRNs	29,464		30,468	31,551		
# of Authorizations Issued to Fully Qualified APRNs	3,759		1,266	931		
# of APRN Authorizations Renewed	13,111		3,607	3,442		
# of APRNs Granted Prescriptive Authorization	3,487		1,212	794		

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Eligibility Orders:</u>						
#of Petitions/Applications Processed	3,823		2,105	869		
# Approved Without Stipulations	3,438		2,053	865		
# Individuals Denied	16		4	4		
# Approved with Stipulations	284		80	41		
# Petitions/Applications Pending	311		356	243		
# Closed due to No Response or Withdrawal	73		5	12		
# Licenses placed on "Retired Status" - RN	839		183	227		
# Licenses placed on "Retired Status" - LVN	191		43	46		
<u>Efficiency Measures</u>						
Average Cost for Issuing LVN/RN License	\$3.51		\$3.50	\$3.70		
Average Time for Issuing RN Initial License (Days)	114		53.66	65.43		
Average Time for Issuing LVN Initial License (Days)	97		85.11	97.38		
Average Time for RN/LVN License Renewals (Days)	2.49		2.37	2.61		
<u>Explanatory Measures</u>						
# RN Licenses Placed Inactive	869		295	263		
# LVN Licenses Placed Inactive	357		99	95		
# APRNs Placed Inactive	167		45	52		
NCLEX - RN Pass Rate - Total	84.86%		81.60%	89.21%		
NCLEX - PN Pass Rate - Total	82.01%		84.36%	82.51%		
NCLEX - RN Pass Rate - 1 st Time	91.28%		90.84%	93.64%		
NCLEX - PN Pass Rate - 1 st Time	89.22%		89.02%	88.94%		

Fiscal Year 2019
Comment page on Strategy 1.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

Fiscal Year 2019
Second Quarter Status

GOAL 1: To manage cost effective, quality programs of accreditation, examination, licensure and regulation that ensure legal standards for professional nursing education and practice and which effectively serve the market demand for qualified professional nurses.

Objective 1-2: To ensure that 100% of professional nursing programs are in compliance with the Board of Nursing rules.

Strategy 1-2-1: Accrediting of Nursing Programs.

	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
% in RN Nursing Programs in Compliance	94.96%		96.72%	99.19%		
% of LVN Nursing Programs in Compliance	91.11%		94.44%	96.55%		
<u>Output Measures</u>						
# of RN Nursing Programs Approved	121		122	124		
# of LVN Nursing Programs Approved	90		90	87		
# of RN Nursing Programs Sanctioned	5		4	1		
# of LVN Nursing Programs with Sanctions	6		5	3		
<u>Efficiency Measures</u>						
Average Cost of Program Survey	\$648.99		\$715.94	\$383.65		
<u>Explanatory Measures</u>						
# of Programs Surveyed	28		6	2		
Average Length of Survey Visit (in Days)	.9		.5	.5		

Fiscal Year 2019
Comment page for Strategy 1.2.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

Programs with Sanctions on February 28, 2019:

VN Programs:

Clarendon College	Pampa	VN	Full with Warning
Cybertex Institute	Austin	VN	Conditional
Kilgore College	Longview	VN	Full with Warning

ADN Programs:

McLennan Community College	Waco	ADN	Conditional
----------------------------	------	-----	-------------

Fiscal Year 2019
Second Quarter Status

GOAL 2: To ensure swift, fair and effective enforcement of the NPA so that consumers are protected from unsafe, incompetent and unethical nursing practice by registered professional nurses.

Objective 2-1: To guarantee that 100% of written complaints received annually regarding practice or non-compliance with the Board of Nursing rules are investigated and resolved in accordance with the NPA and APA or are appropriately referred to other regulatory agencies.

Strategy 2-1-1: Administer an effective system of enforcement and adjudication.

RN Enforcement Statistics	FY18	FY19	FY19: 1st Q	2nd Q	3rd Q	4th Q
<u>Outcome Measures</u>						
Ratio to Complaints filed per 100 Licensee Population	.68		.78	.42		
% of Complaints Resolved Resulting in Discipline	13.55%		10.58%	13.23%		
Recidivism Rate for Those Receiving Discipline	13.68%		7.98%	7.84%		
Recidivism Rate for RNs Enrolled in TPAPN	6%		4%	4%		
% of Complaints Resolved in 6 months	85.06%		85.06%	90.52%		
<u>Output Measures</u>						
# Jurisdictional Complaints Received	8,481		2,778	2,182		
# Non-Jurisdictional Complaints Received	206		32	25		
# of Complaints Resolved	8,331		2,796	2,100		
# of Informal Conferences	69		19	2		
# of ALJ Hearings	155		36	7		
# of Licenses Sanctioned	942		252	144		
Limited Licenses	8		5	1		
Remedial Education	43		11	4		
Fine and Remedial Education - Deferred	1		1	0		
Fine	0		1	0		
Remedial Education - Deferred	9		4	4		
Reprimand	3		0	0		
Reprimand with Stipulations	72		22	10		
Revocation	89		21	15		
Renewal Denied	0		0	0		
Stipulations (Other)	4		1	3		
Suspend (Enforced)	28		8	4		

	FY18	FY19	FY19: 1 st Q	2 nd Q	3 rd Q	4 th Q
Suspend/Probate	60		21	10		
Voluntary Surrender	67		25	8		
Confidential EEP Order	1		1	0		
Warning	0		0	1		
Warning with Stipulations & Fine - Deferred	0		0	1		
Warning with Stipulations - Deferred	13		4	2		
Warning with Stipulations	175		51	29		
Warning with Stipulations - KSTAR	34		11	10		
Warning with Stipulations - Deferred KSTAR	4		3	0		
Stipulations (Executive)	1		0	0		
Reinstated with Stipulations	44		11	8		
Deny Reinstatement	8		2	0		
Enforced Suspension - TPAPN	14		3	6		
Fine and Remedial Education	27		15	5		
Petitioner - Denied by Executive Director	8		1	0		
Petitioner - Denied	0		0	0		
Petitioner - Enforced Suspension -TPAPN	6		0	0		
Petitioner - Fine and Remedial Education	4		1	1		
Petitioner - Stipulations	48		3	3		
Petitioner - Confidential TPAPN Order	24		2	2		
Petitioner - Remedial Education	89		9	5		
Petitioner - TPAPN Order	6		2	0		
Confidential TPAPN Order	35		8	7		
Reinstatement with TPAPN	1		0	1		
TPAPN Order	15		5	4		
# of RNs Participating in TPAPN	478		500	466		
Average Days for Complaint Resolution	33.94		24.47	24.85		
Average Days for Final Disposition	81.31		47.62	67.97		
Age of Cases:						
More than 12 Months	26.02%		28.16%	22.91%		
Between 6 and 12 Months	21.33%		21.76%	20.77%		
Less than 6 Months	52.65%		50.08%	56.32%		

LVN Enforcement Statistics	FY18	FY19	FY19 1st Q	2nd Q	3rd Q	4th Q
Ration of Complaints filed per 100 NURSE population	1.22		.39	.21		
% of Complaints Resolved Resulting in Discipline	17.50%		12.05%	11.87%		
Recidivism Rate for LVNs Discipline	17.32%		9.38%	8.92%		
Recidivism Rate for LVNs Enrolled in TPAPN	0%		0%	0%		
% of Complaints Resolved in 6 Months	83.12%		83.12%	89.92%		
Jurisdictional Complaints Received	5,046		1,258	1,076		
Complaints Resolved	5,170		1,279	1,061		
Informal Conferences	38		8	1		
# of LVNs Participating in TPAPN	73		67	73		
Total LVN Licenses Sanctioned	641		189	93		
Breakdown of Discipline:						
Reprimand	2		1	1		
Fine and Remedial Education	24		8	0		
Fine and Remedial Education - Deferred	0		0	0		
Voluntary Surrender	52		16	5		
Limited License	3		0	0		
Remedial Education	23		4	3		
Remedial Education - Deferred	9		5	1		
Reprimand with Stipulations	49		10	16		
Revocation	71		22	9		
Suspend/Probate	41		13	6		
Stipulations (Other)	2		0	0		
Suspend (Enforced)	16		4	3		
Deny Reinstatement	7		3	1		
Fine	0		1	0		
Warning			0	1		
Warning with Stipulations	185		62	27		
Warning with Stipulations - Deferred	7		0	1		
Warning with Stipulations - KSTAR	17		5	2		
Warning with Stipulations - Deferred KSTAR	2		0	0		
Reinstated with Stipulations	58		16	6		

	FY18	FY19	FY19 1 st Q	2 nd Q	3 rd Q	4 th Q
Enforced Suspension - TPAPN	13		6	2		
Petitioner - Denied by Executive Director	0		0	0		
Petitioner - Denied	0		0	0		
Petitioner - Fine and Remedial Education	1		0	0		
Petitioner - Stipulations	20		6	2		
Petitioner - Confidential TPAPN Order	2		0	1		
Petitioner - Remedial Education	17		5	2		
Petitioner - TPAPN Order	1		0	0		
Petitioner - Enforced Suspension TPAPN	0		0	1		
Confidential TPAPN Order	11		1	0		
Reinstatement with TPAPN	0		0	1		
TPAPN Order	10		1	2		
Average Days for Complaint Resolution	39.86		27.80	25.14		
Average Days for Final Disposition	92.72		60.42	57.75		
Age of Cases: More than 12 Months	20.60%		25.11%	20.88%		
6 to 12 Months	22.45%		20.52%	20.64%		
Less than 6 Months	56.95%		54.27%	58.48%		

LVN and RN Enforcement Statistics	FY18	FY19	FY19 1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Output Measures</u>						
# of Mediations	43		16	16		
<u>Efficiency Measures</u>						
Average Cost per Investigation	\$108.76		\$606.64	\$0		
Average Cost of Informal Conference	\$321.86		\$334.43	\$1,024.82		
Average Cost of Complaint Resolution	\$263.20		\$206.74	\$386.23		

Fiscal Year 2019
Comment page for Strategy 2.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Efficiency Measures

We did not have any onsite investigations this quarter and the costs of an informal hearing increased due to higher board member travel costs in December and February.

Fiscal Year 2019
First Quarter Status

GOAL 3: To manage agency resources that enable the BON to respond efficiently and effectively to internal and external customers.

Objective 3-1: To streamline internal operations for enhanced functioning of the Board, the agency and staff.

Strategy 3-1-1: Streamline internal operations.

	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures</u>						
Staff Turnover	8.8 %		4.8%	0%		
<u>Output Measures</u>						
# of Telephone Calls Received	329,361		77,256	115,278		
# of New Hires	22		2	4		
# of Resignations/Retirements	10		6	0		
# of Terminations	1		0	0		
Workforce Composition:						
African-American	13.6%		15.5%	17.70%		
Anglo	59.3%		59.1%	58.41%		
Hispanic	25.4%		23.6%	22.12%		
Other	1.7%		1.8%	1.77%		
# of Workshops/Webinars Conducted	7		2	0		
# of Nurses Attending Workshops/Webinars	873		200	0		
<u>Efficiency Measures</u>						
Average Cost of Conducting Workshop per Registrant	\$195.84		\$345.42	\$0		

Fiscal Year 2019
Comment page for Strategy 3.1.1
(Explain trends and issues; identify responses, actions and outcomes)

Output Measure

We did not hold a workshop in the 2nd Quarter.

Fiscal Year 2019
Second Quarter Status

GOAL 4: To establish and carry out policies governing purchasing and contracting in accordance with State law that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

Objective 4-1: To include historically underutilized businesses in at least 20 percent of the total value of contracts and subcontracts awarded annually by the agency in purchasing and public works contracting by fiscal year.

Strategy 4-1-1: Develop and implement a policy for increasing the use of historically underutilized businesses through purchasing and public work contracts.

	FY18	FY19	FY19:1 st Q	2 nd Q	3 rd Q	4 th Q
<u>Outcome Measures:</u>						
% of Total Dollar Value of Purchasing and Contracts Awarded to HUBs	3.5%		1%	8%		
<u>Output Measures:</u>						
# of Contracts Awarded to HUBs	11		10	1		
# of HUBs from which Agency Made Purchases	17		10	10		
Dollar Value of Purchases and Contracts to HUBs	\$52,212		\$37,007	\$43,492		

Fiscal Year 2019
Comment page for Strategy 4.1.1
(Explain trends and issues; identify responses, actions and outcomes)

None

2018/2019 General Appropriations Act
(Current)

Performance Measure Targets. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2019</u>	<u>Actual</u>
A. Goal: LICENSING		
Outcome (Results/Impact):		
Percentage of Licensees with No Recent Violations (RN)	98%	99.59%
Percent of Licensees Who Renew Online (RN)	95%	93.90%
Percent of New Individual Licenses Issued Online (RN)	95%	78.95%
Percentage of Licensees with No Recent Violations (LVN)	98%	99.18%
Percent of Licensees Who Renew Online (LVN)	95%	93.77%
Percent of New Individual Licenses Issued Online (LVN)	95%	83.05%
A.1.1. Strategy: LICENSING		
Output (Volume):		
Number of New Licenses Issued to Individuals (RN)	22,000	10,834
Number of Individual Licenses Renewed (RN)	145,000	74,312
Number of New Licenses Issued to Individuals (LVN)	6,000	3,114
Number of Individual Licenses Renewed (LVN)	49,000	24,932
B. Goal: PROTECT PUBLIC		
Outcome (Results/Impact):		
Percent of Complaints Resulting in Disciplinary Action (RN)	20%	13.23%
Percent of Complaints Resulting in Disciplinary Action (LVN)	24%	11.87%
B.1.1. Strategy: ADJUDICATE VIOLATIONS		
Output (Volume):		
Number of Complaints Resolved (RN)	10,000	4,896
Number of Complaints Resolved (LVN)	7,000	2,340
Efficiencies:		
Average Time for Complaint Resolution (Days) (RN)	150	58
Explanatory:		
Number of Jurisdictional Complaints Received (RN)	10,000	4,960
Number of Jurisdictional Complaints Received (LVN)	6,000	2,334
B.1.2. Strategy: PEER ASSISTANCE		
Output (Volume):		
Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	466
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	185	73

General Appropriations Act

(Five Year Trend Report)

Performance Measure Targets and Trends. The following is a listing of the key performance target levels for the Texas Board of Nursing. It is the intent of the Legislature that appropriations made by this Act be utilized in the most efficient and effective manner possible to achieve the intended mission of the Texas Board of Nursing. In order to achieve the objectives and service standards established by this Act, the Texas Board of Nursing shall make every effort to attain the following designated key performance target levels associated with each item of appropriation.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
A. Goal: LICENSING					
Outcome (Results/Impact):					
Percentage of Licensees with No Recent Violations (RN)	98.44%	98.45%	98.56%	98.70%	98.99%
Percent of Licensees Who Renew Online (RN)	93.19%	93.12%	93.02%	93.81%	94.09%
Percent of New Individual Licenses Issued Online (RN)	77.87%	75.93%	78.65%	80.27%	82.95%
Percentage of Licensees with No Recent Violations (LVN)	96.04%	96.11%	96.38%	96.72%	97.38%
Percent of Licensees Who Renew Online (LVN)	90.11%	91.15%	91.44%	92.69%	92.82%
Percent of New Individual Licenses Issued Online (LVN)	68.18%	71.88%	77.08%	78.46%	80.90%

A.1.1. Strategy: LICENSING

Output (Volume):

Number of New Licenses Issued to Individuals (RN)	19,880	22,235	21,498	22,589	22,424
Number of Individual Licenses Renewed (RN)	126,631	131,307	137,130	143,347	147,259
Number of New Licenses Issued to Individuals (LVN)	5,883	6,063	5,793	5,785	5,615
Number of Individual Licenses Renewed (LVN)	46,796	47,341	47,817	49,400	49,076

B. Goal: PROTECT PUBLIC

Outcome (Results/Impact):

Percent of Complaints Resulting in Disciplinary Action (RN)	19.82%	18.96%	17.02%	15.90%	13.55%
Percent of Complaints Resulting in Disciplinary Action (LVN)	23.37%	24.55%	23.31%	21.31%	17.50%

B.1.1. Strategy: ADJUDICATE VIOLATIONS

Output (Volume):

Number of Complaints Resolved (RN)	11,003	10,796	10,222	10,062	8,331
Number of Complaints Resolved (LVN)	8,083	7,370	6,390	6,165	5,170

Efficiencies:

Average Time for Complaint Resolution (Days) (RN)	159	106	87	87	81
---	-----	-----	----	----	----

Explanatory:

Number of Jurisdictional Complaints Received (RN)	9,411	10,316	10,186	9,767	8,481
Number of Jurisdictional Complaints Received (LVN)	6,413	6,743	6,122	5,653	5,046

B.1.2. Strategy: PEER ASSISTANCE

Output (Volume):

Number of Licensed Individuals Participating in a Peer Assistance Program (RN)	625	613	665	586	478
Number of Licensed Individuals Participating in a Peer Assistance Program (LVN)	162	155	137	111	73

Comment:

Pages 16 and 17 provide a view of current performance measures and trending performance measures over a five year period.